

Application Number 10/672,136  
Preliminary Amendment dated March 11, 2004

**AMENDMENTS TO THE CLAIMS**

This listing of claims will replace all prior versions, and listings, of claims in the application.

**Listing of Claims:**

Claims 1-48 (Canceled)

Claim 49 (New): A system comprising:

an online dispute resolution system electronically coupled to a marketplace that provides a web-based community having buyers and sellers of goods and services,  
wherein the online dispute resolution system electronically receives transaction data from the marketplace that describes transactions within the electronic marketplace, and

wherein the dispute resolution system utilizes the transaction data in accordance with a dispute resolution process to assist the buyers and sellers in resolving disputes relating to the transactions.

Claim 50 (New): The system of claim 49, wherein the online dispute resolution system electronically receives communications from the buyers and sellers of the electronic marketplace to initiate filing of disputes with the online dispute resolution systems for transactions within the electronic marketplace.

Claim 51 (New): The system of claim 49, wherein the online dispute resolution system electronically receives requests from the sellers of the marketplace and automatically initiates enrollment of the sellers within the dispute resolution system.

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**Claim 52 (New):** The system of claim 49,

wherein the online dispute resolution system comprises a membership profile database that maintains status information for the sellers and buyers of the marketplace that are members of the online dispute resolution system, and

wherein the online dispute resolution system electronically communicates the status information to the marketplace.

**Claim 53 (New):** The system of claim 49, wherein the online dispute resolution system further comprises a server to service requests from the marketplace and to exchange data between the online dispute resolution system and the marketplace.

**Claim 54 (New):** The system of claim 49, wherein the online dispute resolution system comprises a data manager software application to automatically communicate data between a database of the online dispute resolution system and a database of the electronic marketplace.

**Claim 55 (New):** The system of claim 49, wherein the online dispute resolution system electronically communicates rating data to the marketplace that relates to participation of the buyers and sellers of the marketplace within the online dispute resolution process.

**Claim 56 (New):** The system of claim 55, wherein the online dispute resolution system maintains the rating data based on compliance of the buyers and sellers to final decisions made in the resolution of the disputes.

**Claim 57 (New):** The method of claim 49, wherein the electronic marketplace presents a web-based interface having embedded uniform resource locators that are associated with the dispute resolution system that enable the users of the electronic marketplace to automatically access the dispute resolution system from the electronic marketplace and automatically initiate the filing of disputes relating to the transactions.

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Claim 58 (New): A method comprising:

providing an online dispute resolution system electronically coupled to a marketplace that provides a website by which users buy and sell items;

electronically receiving with the online dispute resolution system transaction data from the marketplace that describes transactions within the marketplace; and

utilizing the transaction data in accordance with a dispute resolution process to assist the users in resolving disputes relating to the transactions within the electronic marketplace.

Claim 59 (New): The method of claim 58, further comprising:

electronically receiving with the online dispute resolution system communications from the users of the electronic marketplace to initiate filing of disputes; and

initiating the online dispute resolution process in response to the communications.

Claim 60 (New): The method of claim 58, further comprising:

electronically receiving with the online dispute resolution system enrollment requests from the sellers of the marketplace; and

automatically initiating enrollment of the sellers within the dispute resolution system in response to the requests.

Claim 61 (New): The method of claim 58, further comprising:

electronically communicating data that relates to the online dispute resolution process to the electronic marketplace, and

updating the electronic marketplace based on the data received from the dispute resolution system.

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Claim 62 (New): The method of claim 61, wherein updating the electronic marketplace comprises:

displaying visual indicia associated with users of the electronic marketplace that participate in the dispute resolution system within the website; and

controlling the appearance of the visual indicia as a function of data received from the dispute resolution system.

Claim 63 (New): The method of claim 58, further comprising embedding uniform resource locators associated with the dispute resolution system within a hypertext markup language application for the website of the electronic marketplace to enable the users of the electronic marketplace to automatically access the dispute resolution system from the electronic marketplace and file disputes.